



Error: Activation Rejected. (Code: 400)

- Parallels Remote Application Server

Symptoms

Attempt to activate a license fails with error **Error: Activation Rejected. (Code: 400)**:

licensing.log:

```
[I 56/00000001/T0F18/P0D44/S0001] 02-04-20 16:31:48 - POST URL:
https://ras.parallels.com/licensing_api/v1/activate, Headers: Authorization:
Token bd88e87b72454b95af6731086ed31573, Query:
{"host":{"hw_id":"FC9C923C756FAA5FEBDB9251C24F02F9","os_name":"Windows Server
2016 Standard Edition (x64)
", "name":"PR-RAS-01", "new_hw_id":"9EEC7069BF18EF535D42E8E4921403AF", "product_version
[I 56/00000001/T0F18/P0D44/S0001] 02-04-20 16:31:49 - POST try 1 response:
Return code: 400. Body: {"errors": {"lic_key": "pattern mismatch",
"error_list": [{"value": "JQ726-xxx-yyy-zzz-aaa", "path": ["lic_key"]}]},
"msg": "invalid parameters", "details": ""}.
```

Cause

Invalid license key - e.g., a symbol or two are missing.

Resolution

Repeat the activation with a valid license key.
